

6 Services

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference, information services and programming. These services should be provided to all age groups: children, young adults, and adults.

Libraries should meet the following standards relating to the development of services:

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 1. The library maintains policies and/or procedures regarding the public services it provides, such as reference and information services, programming services, services to children and teens, and services to patrons with special needs. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. The library cooperates with other types of libraries in the local area to plan for and provide services to all area residents. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. The library works with community agencies and organizations in the local area in planning and implementing services for all residents. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. The library participates in system-level planning for services to special needs populations and youth. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. The library ensures effective communication with persons with disabilities at all service points by providing staff with training, adaptive equipment and software, and by making materials available in alternative formats. |

Reference and Information Services

The core of reference and information services is: provision of information, guidance in choosing materials appropriate to a user's needs, and instruction in library use. Libraries should meet the following standards relating to reference and information services:

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 6. The library provides reference and readers' advisory services to residents of all ages and levels of literacy in person, by telephone, and by text telephone (TTY) or relay service the entire time it is open. Other means of providing reference service are also offered, if appropriate (e.g., fax, email or virtual reference). |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. The library provides reference and readers' advisory services to patrons with disabilities in formats they can utilize. |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. The library provides staff trained in reference work, including reference work with children, during all hours the library is open. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. The library has staff trained to assist patrons (including people with disabilities) with the effective use of technologies necessary to access and use the Internet and other electronic and non-print resources. |

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 10. The library participates in system-coordinated backup reference, interlibrary loan service, and delivery service to provide accurate and timely public service. |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. The library annually computes reference transactions per capita and the reference completion rate as defined in <i>Output Measures for Public Libraries</i> . (Van House et al., 1987) |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. The library makes available or has ready access to an accurate and up-to-date community information and resource file, including names of officers and contacts for community organizations and service agencies, providers of job and literacy training, and so forth. This file is made available on the Internet, if feasible. |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. The library supports patron training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software. |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. The library prepares bibliographies and other access guides and user aids to inform patrons of the availability of resources on a specific topic or issue, and makes them available in alternate formats, as appropriate. |

Programming

Educational, recreational, informational, and cultural programs sponsored by the library, or co-sponsored with other community organizations, are offered to help attract new users to the library, to welcome people from all cultures and people with disabilities, to increase awareness and use of library resources and services, and to provide a neutral public forum for the debate of issues. Programming is commonly held in the library, but outreach efforts may direct that some programs be held off-site. Libraries should meet the following standards relating to programming:

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 15. Public programs provided by the library are free of charge [as required by <i>Wis. Stats.</i> s. 43.52(2)] and in physically accessible locations for children, teens, and adults. The library provides the necessary accommodations to enable persons with disabilities to participate in a program and advertises the availability of the accommodations in the program announcement. |
| <input type="checkbox"/> | <input type="checkbox"/> | 16. The library plans and evaluates programming for adults, young adults, and children, considering all of the following factors: <ul style="list-style-type: none">• community demographics (age, ethnicity, education, and income levels)• availability of programming from other organizations in the community• local need and interest |